



15 Feb 02

## **“Full” versus “Limited” Servicing**

### ***What Does It Mean?***

The terms “full service” or “limited service” appear frequently in Benefits and Entitlements Service Team (BEST) marketing materials, newsletters, homepage, fax-back documents, and other information.

What’s the difference? For full service employees, BEST provides benefits and entitlements services in the areas of health and life insurance, Thrift Savings Plan (TSP), retirement, and survivor benefits. Under limited services, BEST provides health and life insurance and TSP services, but does ***not*** provide retirement and survivor benefits services. Under limited services, retirement and survivor benefits remain the responsibility of the servicing Civilian Personnel Flight. The key thing to know is if you are serviced by BEST under “limited services,” you should refer all retirement and survivor benefit questions to your servicing Civilian Personnel Flight.

Below is a list of bases for which we provide “limited services.” If your base does not appear on this list, you receive “full service” from BEST.

**ONE EXCEPTION** - Effective 23 Sep 01, Lab Demo employees who belong to Brooks, Edwards, Eglin, Hanscom, and Kirtland Air Force Bases receive limited services from BEST. All other employees at those bases receive full services.

#### **Limited Service Bases**

Spangdahlem AB, Germany  
Sembach AB, Germany  
Ramstein AB, Germany  
Incirlik AB, Turkey  
Izmir AB, Turkey  
Aviano AB, Italy  
Mildenhall RAF, United Kingdom  
Lajes Field, Azores  
Pentagon/11<sup>th</sup> Wing, Washington DC  
Robins AFB, Georgia  
Hill AFB, Utah  
Tinker AFB, Oklahoma  
Wright-Patterson AFB, Ohio  
Air Intelligence Agency